

## MESSAGE FROM THE



## City Manager

I am pleased to report that Cambridge has again attained the rare distinction of being one of only 27 municipalities in the nation to earn three Triple A ratings from the three major credit rating agencies. This enables us to proceed with major capital projects, such as the elementary schools renovation currently under way, at a significant savings to our taxpayers. After recording historic lows in 2009-10, serious crime in Cambridge fell in 2011 to its lowest level since 1963. Cambridge Fire Department is proud to announce that Cambridge was designated a Heartsafe community this past year. This summer, we expect to provide jobs for 900 teens through the Mayor's Summer Youth Employment Program. Learn more about our housing preservation efforts, community development initiatives and new mobile apps related to various city services. These are just some of the stories you'll read about in our biannual resident newsletter. For the latest City news and information, visit our Website, [www.cambridgema.gov](http://www.cambridgema.gov).

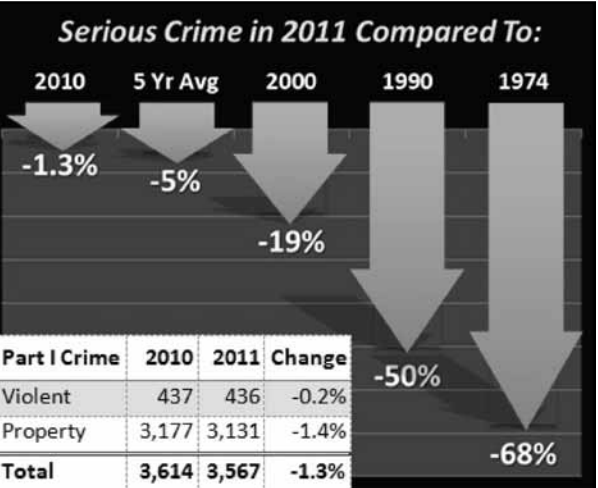
## Serious Crime in Cambridge at Lowest Level Since 1963

After historic lows were recorded in 2009 and 2010, serious crime in Cambridge fell in 2011 to its lowest level since 1963.

A detailed analysis of all statistics shows declines in both property and violent crime, with the most positive trend of the year being a 20% decrease in street robberies. This decrease in street robberies translates to a 50-year low for this violent crime type.

"We're tremendously proud of this historic reduction in crime," said Cambridge Police Commissioner Robert C. Haas. "The men and women of the Cambridge Police Department are extremely professional and hardworking, and it is their daily efforts which have had such a positive effect on crime. These efforts, coupled with our strong community partnerships and commitment to allocate our resources based on data and analysis, are what have succeeded in making Cambridge a safer and more welcoming place for all who live, work, and visit this City."

While two domestic altercations led to an increase in homicides in 2011, 27 of the 33 murders in Cambridge since 1995 have been cleared by arrest or by suicide of the perpetrator, which translates to an 82% clearance rate over that 17 year period. For comparison, the clearance rate for homicides was 65% nationally and 50% in New England in 2010.



The complete 2011 Cambridge Crime Snapshot can be found on the police department's website at [www.CambridgePolice.org](http://www.CambridgePolice.org).



Community Development Dept.  
Intern

## Mayor's Summer Youth Employment Program

The City's Mayor's Summer Youth Employment Program (MSYEP), provides jobs for more than 900 teens each summer. The program serves youth ages 14 to 18, placing them at various worksites in City departments and non-profit agencies. Participants work for six weeks during the summer,

earning minimum wage and learning valuable work and life skills. In addition to the work experience, teens also participate in enrichment activities through the program, including: financial education workshops, college tours and recreational events. Participants also attend weekly youth development workshops covering accountability, communication, networking, reflection and basic job search skills.

Teens apply in early May, ranking the types of work that interest them in a variety of fields, including childcare, office work, maintenance, arts or theater and teen-leadership programs. Priority is given to younger teens, age 14 and 15, with more limited slots available for older youth.

Data suggest that teens who have the opportunity to participate in early work experiences have an easier time entering the labor market as young adults. With the national teen employment rate at its lowest in 50 years, Cambridge has maintained and increased its commitment to the future of its young people.

# Community Development

## Western Avenue moves forward

The full reconstruction of Western Avenue, to begin in summer 2012, will replace the underground utility systems, roadway, and sidewalks from Franklin Street to Memorial Drive. Western Avenue is used as a regional roadway to access I-90, but also serves as a local street for the Riverside Neighborhood, providing a front yard for homes along the street and access to retail establishments. The new roadway design balances the needs of walkers, bicyclists, bus riders, and drivers.

The public design process started in January 2010, incorporating extensive community outreach. With the input of a 19-person advisory committee, five concepts were developed to identify options for the street layout. The new design integrates improved pedestrian safety features, including raised crosswalks at most side streets, new crosswalks at several locations, and curb extensions.

From Pleasant to Blackstone Street, the design includes two travel lanes, a bicycle lane separated from moving traffic (cycle track) and parking on both sides of the street. This configuration provides a safer and more attractive environment for all users. Closer to Central Square, the roadway will narrow to allow for expansion of Cronin Park, with no negative impact on traffic congestion. The enlarged park will include a permanent public art installation and a rain garden, creating a new place for neighbors to gather. For more information visit: <http://westernavenue.info>



*Western Avenue reconstruction will improve the neighborhood environment as well as roadway safety.*

## Solar Hot Water Grants Available

Cambridge Energy Alliance (CEA), now part of the Community Development Department Environmental & Transportation Planning division, is offering businesses and residents up to \$2,000 to install solar hot water systems. These systems provide a low cost and sustainable way to make hot water and can often provide 50 to 75 percent of total hot water needs, generating significant savings on utility bills and reducing carbon footprint.

The CEA grant, combined with the state and federal incentives, will allow installation of a new 20-year hot water heating system for up to a 75 percent savings. The CEA grant program is advantageous for single and multifamily residences as well as businesses, such as gyms, hair salons, laundromats and restaurants, where the use of solar hot water will greatly reduce operating expenses.

The grant process starts with a licensed solar hot water installer completing a Massachusetts Clean Energy Center (Mass CEC) Commonwealth Solar Hot Water Program rebate application. Applications for the Cambridge Solar Hot Water Grant must be received by November 19, 2012 and require prior completion of the Mass CEC application process.

For more information visit: [www.CambridgeEnergyAlliance.org](http://www.CambridgeEnergyAlliance.org) or contact [Eadvisor@cambridgeenergyalliance.org](mailto:Eadvisor@cambridgeenergyalliance.org) (Ph: 617-349-LEAF)



*The non-profit acquisition of Chapman Arms Apartments broke new ground in Massachusetts, thanks to recent state housing preservation legislation known as Chapter 40T.*

## Housing Preservation in Cambridge Makes History and Headlines

Twenty-five apartments in the heart of Harvard Square will remain affordable for at least another 50 years, a result of the City of Cambridge, Harvard University, and the nonprofit Homeowners Rehab Inc. (HRI) putting together a creative plan to preserve affordability at Chapman Arms Apartments. This success made headlines throughout Massachusetts as it marked the first time that recent state housing preservation legislation – Chapter 40T – was put to use.

Affordability restrictions on the 25 units were scheduled to expire in 2016, and when the property was offered for sale in 2011, the possibility that these units would be converted to market-rate housing became a serious concern. Working together, the City, HRI and Harvard (as owner of the land beneath the building), were able to facilitate HRI's purchase of the historic 50-unit Chapman Arms. The purchase was financed, in part, by the Cambridge Affordable Housing Trust and made possible by the efforts of the City Council, which helped tenants bring attention to time-sensitive action necessary to protect their homes.

With long term affordability protection in place, Chapman Arms will continue as an important housing resource for low and moderate-income residents in Harvard Square.



## The Kendall Square / Central Square Planning Study



The Kendall Square / Central Square Planning Study (K2C2) moved forward this spring with public meetings in both Kendall and Central squares, in addition to the monthly meetings of the two committees guiding the process. The vision for the two squares is as follows:

**CENTRAL SQUARE:** A destination for cultural life, retail choices and community gathering.

- Enhance the ability to support active civic life and dynamic cultural arts – especially in public spaces
- Connect to the larger community with a network of walking streets and improved walking, biking and transit choices
- Preserve diversity of housing choices, community identity, the arts, retail and workplaces by adding mixed-income housing
- Maintain and expand retail diversity

**KENDALL SQUARE:** The region's innovation leader and an evolving mixed-use area.

- Enhance neighborhood identity and sense of place
- Create a more active, accessible and extensive public realm
- Expand the amount and range of housing and retail choices
- Make Kendall Square a global leader in sustainability innovation and practice
- Improve accessible transportation choices

The public process for the K2C2 Study is expected to conclude in summer 2012, with discussions to follow at the Planning Board and City Council. To review past meeting presentations and learn more about the project, please visit [www.cambridgema.gov/k2c2](http://www.cambridgema.gov/k2c2) or contact Iram Farooq at [ifarooq@cambridgema.gov](mailto:ifarooq@cambridgema.gov).

## Reconstruction of Charles River Bridges

The reconstruction of the Charles River Basin bridges is progressing under the direction of the Massachusetts Department of Transportation (MassDOT). MassDOT has committed to rehabilitate the bridges to make them safe for cars, and to provide improvements for cyclists, pedestrians, and persons with disabilities.

The Museum of Science Bridge is almost complete, and the Boston University Bridge now has bicycle lanes, with no traffic disruption from the new three-vehicle lane configuration. Construction on the Anderson Memorial Bridge will begin this spring, taking about two years to reconfigure the bridge to include bicycle lanes and implement related safety improvements. At the Memorial Drive intersection, left turns will be prohibited, allowing walkers to cross concurrently with vehicles and traffic to flow better along Memorial Drive. A traffic signal will be installed at the intersection of Memorial Drive and Hawthorne Street, allowing pedestrians and bicyclists to cross Memorial Drive and enabling vehicles to turn left from Hawthorne Street onto Memorial Drive. The next phase of reconstruction will begin on the River Street and Western Avenue bridges, upgrading pedestrian crossings and adding separated bicycle lanes (cycle tracks) to improve safety and comfort for cyclists.

In 2013, reconstruction work lasting approximately four years will begin on the Longfellow Bridge, which carries 25,000 motor vehicles, 90,000 transit users, and many pedestrians and bicyclists each day. Though primarily a structural rehabilitation project, work will include the widening of sidewalks, installation of new energy-efficient lighting, and improved bicycle/pedestrian connections to the riverfront.

For more information visit:

[massdot.state.ma.us/charlesriverbridges](http://massdot.state.ma.us/charlesriverbridges)



*Reconstruction work on the Longfellow Bridge will begin in 2013.*

# SUMMER FUN FOR EVERYONE...

## Cambridge River Festival

**Saturday, June 2, Noon-6pm (rain or shine) Memorial Dr. along Charles River** Featuring multiple live music stages, visual arts, theatrical and dance performances, family entertainment, art-making, crafts, international food! Presented by Cambridge Arts Council. Free. [www.cambridgeartscouncil.org](http://www.cambridgeartscouncil.org)

## Hoops 'N' Health

**Saturday, June 16, 10am – 8pm** Annual basketball/flag football tournament and health fair at Hoyt Field. Free food, music, prizes and children's games. Free and open to the public. Presented by Cambridge Public Health Dept. Ph. 617-665-3769.



Photo: Clare Slaughter

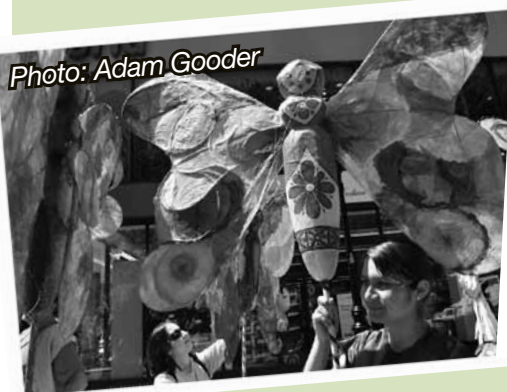


Photo: Adam Gooder



Nicolas Guevara

array of multicultural and interactive performances throughout the City's parks and public spaces featuring dance, music, storytellers, theater and puppetry for children ages 4- 11. Free.

[www.cambridgearts council.org](http://www.cambridgearts council.org)

## Cambridge Discovery Days

**Saturday, Aug. 4 & 11**

Free walking tours and events about Cambridge.

## Summer Library Programs

Check your nearest branch library for dates and times of free special events and programs for all ages. Ph. 617-349-4409 or visit:

[www.cambridgema.gov/cpl](http://www.cambridgema.gov/cpl)

## Museum Passes for Library Cardholders

Free and discounted passes to museums and zoos are available with your Cambridge Public Library card. Ph. 617-349-4409.

[www.cambridgepubliclibrary.org](http://www.cambridgepubliclibrary.org)

## Secret Gardens of Cambridge

**6/10, 10am-4pm** Stroll through an eye catching array of front, back and side yards across four neighborhoods, including 18 new gardens that have never been on the tour. Coordinated by Friends of the Cambridge Public Library. Tickets on sale at many locations. Ph. 617-349-4032.

## Taste of Cambridge

**6/12** The annual food extravaganza moves to Sidney St. in Central Square. Rain Date 6/14. Time: TBA. Info. & Tickets: [www.tasteofcambridge.com](http://www.tasteofcambridge.com)

## Dance Party

**Friday, June 29, 7-11pm** Dance in the street in front of City Hall at this lively party for the entire Cambridge community. Ph. 617-349-4301.

[www.cambridgema.gov](http://www.cambridgema.gov)

## Open Archives Tours

**July 9-12**

Behind-the-scenes look at Cambridge archives, rare drawings, manuscripts, early photos and letters. Advance registration required. Visit:

[www.cambridgearchives.org](http://www.cambridgearchives.org)

## Family Nights in the Park

**Presented in Cambridge parks on Wednesday nights at 7pm**

**July 11-Aug. 10**

Enjoy a movie theater size screen, plus jugglers, clowns, music and magicians. Dept. of Human Service

Programs' Recreation, Youth & Community Schools Divisions. Ph. 617-349-6200 or [www.cambridgema.gov/DHSP2](http://www.cambridgema.gov/DHSP2)

## Summer in the City

July-August (dates and times vary) Cambridge Arts Council produces an



Ph. 617-349-4683,

[www.cambridgema.gov/historic/walks.html](http://www.cambridgema.gov/historic/walks.html)

## Danehy Park Family Day

**Saturday, Sept. 22, 11am-4pm**

Amusement rides, roving performers, Children's stage. Free hot dogs, chips, sodas. Ph. 617-349-4301, [www.cambridgema.gov](http://www.cambridgema.gov)

## Cambridgeport History Day

**9/29** Commemorates War of 1812 in Cambridgeport, with the dedication of historic markers on streets named for 1812 battles and commanders, and on guided walking tours. Visit:

[www.cambridgehistory.org](http://www.cambridgehistory.org)







### Summer Fun at the Library

The Cambridge Public Library holds over 100 programs each month. From children's sing alongs and storytimes to author readings and special events in the Main Library's magnificent new lecture hall, there's something for everyone. Check out our Calendar of Events at [www.cambridgepubliclibrary.org](http://www.cambridgepubliclibrary.org) to find what you're looking for.

Do you like discussing books? Then come and enjoy one of our many book groups. From our Great Books group that reads the classics to our Chick Lit group, there's a group for everyone. They're enjoyable, informative and a fantastic way to meet individuals from our community.

### Visit the Cambridge Room

The Cambridge Room houses the Library's Archives and Special Collections and provides a range of services about all things Cambridge. Our rich collection of research materials includes books about Cambridge, city directories and reports, archival documents, maps, photographs, and the complete run of the Cambridge Chronicle. Digital collections include the Historic Cambridge Newspaper Collection. Our reading room is located on the 2nd Floor of the Main Library. Microfilm of the Cambridge Chronicle and city directories may be used even when the Room is closed.

### Resident Permit Photo Contest

The Department of Traffic, Parking & Transportation is accepting digital photos of City buildings and historic Cambridge landmarks for the 2013 Resident Parking Permit Photo Contest. The winning photo will be displayed on the cover of the 2013 resident parking brochure. Many photo submissions are often also displayed on the City's website and on the Traffic Department's Photo Gallery Web page. Photographs for this year's contest may be E-mailed (in jpeg format) until July 30, 2012 to: [rppcontest@cambridgema.gov](mailto:rppcontest@cambridgema.gov). Please note that the City of Cambridge reserves the right to use any photo submissions on its website, in any City publications and as a submission to third parties, with proper photo credit being given.

## ✓ SAVE THE DATE...

### Memorial Day Parade and Observance May 28

At 9:30am the parade will begin at the Cambridge Common, travel through Harvard Square, down Mt. Auburn St. to the Cambridge Cemetery where an observance will begin at 11am. See more on the events link at: [www.cambridgema.gov/vet](http://www.cambridgema.gov/vet).

### Household Hazardous Waste Collection Days

Saturday, July 21 & Saturday, Oct. 20, 9am – 1pm Parking Lot on Field St. at

Fern St. by Danehy Park Cambridge residents only. For info. on accepted items: Ph. 617-349-4800 or visit: [www.cambridgema.gov/recycle](http://www.cambridgema.gov/recycle)

### State Primary Election 9/6 State/Presidential Election 11/6

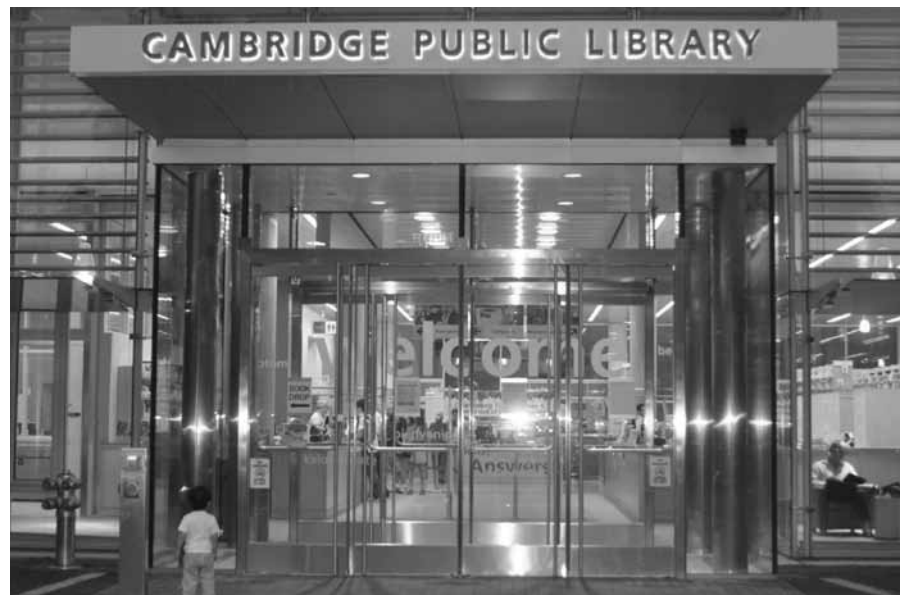
Call 617-349-4361 or visit: [www.cambridgema.gov/election](http://www.cambridgema.gov/election).

### For City of Cambridge Calendar of Events and Other News

Visit: [www.cambridgema.gov](http://www.cambridgema.gov)



*Members of the Cambridge - Las Flores Sister City Association commemorated their 25th Anniversary after providing an update to the City Council. They are pictured here with City officials, including Mayor Henrietta Davis, Vice Mayor Denise Simmons, Representative Alice Wolf and Ena Ursula Pena, Vice Consul of EL Salvador in Massachusetts.*



*The winning photo for 2012 was Cambridge Library Entrance by Tom Long.*

## Cambridge Recycling News: Single Stream Recycling Update and More

Since single stream recycling launched in the fall of 2010, tons recycled have increased 12%. While this is a huge success, we still know that 25% of the trash is still recyclable. That means each household could recycle at least 100 pounds more annually.

Curbside recycling has expanded to include more types of paper and containers. You can now recycle:

- Empty paper coffee cups and the plastic top
- Empty pizza boxes
- Large plastics (broken toys, laundry baskets, pails)
- Empty frozen food boxes, juice cartons (plastic spout is OK)
- Soy milk / soup boxes
- Clear plastic takeout containers
- Aluminum (clean foil, trays, pie plates)
- Junk mail
- Blister packs (used for foods, pharmaceuticals)

Sign up for the Cambridge Recycling monthly email newsletter and be the first to know about program updates, special collections, tours, and volunteering. Just email: [recycle@cambridgema.gov](mailto:recycle@cambridgema.gov).

In November 2011, Cambridge received MassRecycle's 2011 Board of Director's Outstanding Achievement Award for visionary leadership and innovative efforts to improve recycling and reduce waste. Our programs couldn't be a success without the support and participation from residents. Visit [www.cambridgema.gov/recycle](http://www.cambridgema.gov/recycle) for more information and resources.



## School Composting Expands through Partnership

One of the main goals of the Cambridge Green Schools Initiative (CGSI) is to reduce the Cambridge Public School District's waste. Composting can help achieve this goal by diverting food scraps and dirty paper from trash disposal.

Several schools have joined CGSI's pilot "Food to Flowers" lunchroom composting program. Lunch leftovers and dirty paper are trucked to a local farm and composted. The program relies on the collaborative support of custodial and kitchen staff, school administrators, teachers, students and parents. From March 2009 through March 2012, Cambridge Public Schools diverted over 39 tons of food scraps and dirty paper from the trash.

"We are thrilled to be working in partnership with the Department of Public Works to implement composting in our schools," said Kristen von Hoffmann, the District's Sustainability Manager.

## Mobile Cambridge: Keeping You Connected Wherever You Are

In an effort to keep residents and other interested persons informed of City of Cambridge news and updates wherever they may be, the City recently launched a few new services to help you stay connected.



### Official City Facebook Pages

Several months ago, the City launched an official Facebook page. Facebook offers a quick and mobile opportunity for residents and others who work in or visit Cambridge to stay connected while at home, in the office or on the go. Other City departments or divisions/programs that have official Facebook, Twitter, and/or other Social Media pages include: Cambridge Department of Public Works, Cambridge Police Department, Cambridge Arts Council, Cambridge Energy Alliance, Consumers' Council (Twitter only), the Department of Human Services, the Center for Families, Fresh Pond Golf Course, Cambridge Public Library (Twitter only), Cambridge Public Library Teen Room, Cambridge Peace Commission, Cambridge Public Schools and Women's Commission.



### Cambridge iReport

Ride past a pothole every morning on your way to work?

Walk past a burned-out streetlight on your way home every night? Want to report an unshoveled or icy sidewalk? Notice unsightly graffiti in your neighborhood? Help the City fix these and other problems by reporting them through Cambridge iReport. By using Cambridge iReport, your request is automatically assigned to the responsible department and you are given a tracking number and contact information. Reporting an issue takes only a minute and helps make our city a better place to live, work and visit! Download Cambridge iReport from the iTunes App Store and the Android Market.

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## CityView

CityView is published in the spring and fall by the City Manager's Office as a community update for residents.

Editor: Ini Tomeu, Public Information Officer, 617-349-4339.

CityView is printed on recycled paper.



**Sign up Today at**

**[www.CambridgeMA.gov/AlertNetwork](http://www.CambridgeMA.gov/AlertNetwork)**



## Health Beat

### Food & Fitness Policy Council

The Cambridge Food and Fitness Policy Council was established last fall to make healthy foods and fitness opportunities accessible to more residents. Led by the Public Health Department, the council represents a major step forward in creating a comprehensive approach for addressing obesity, other diet-related diseases, and hunger at the municipal level. The 18-member council includes representatives from City departments, nonprofit organizations and the community. For more information, visit: [www.cambridgepublichealth.org](http://www.cambridgepublichealth.org).

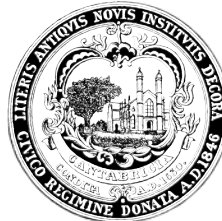
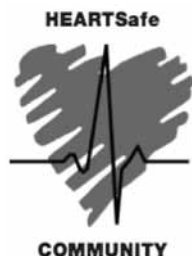
### Talk to your Kids About Alcohol

By the end of 8th grade, more than a quarter of Cambridge teens have used alcohol. Most of them get the alcohol from a parent, another adult or from home without anyone knowing. Kids who use alcohol—especially those who binge drink—are at greater risk for serious injury, school problems and memory impairment. Parents can keep their children safe by talking with them about the reality of drinking and setting boundaries. Parents should also consider locking up alcohol in the home—and explaining why to their kids. For tips on starting the conversation, visit the Cambridge Prevention Coalition's Reality Check website, [www.realitycheckworks.org](http://www.realitycheckworks.org).

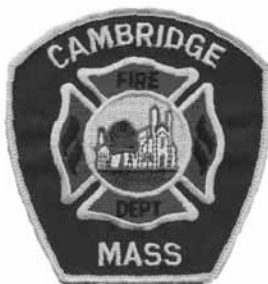
### Smoke-Free Housing

Second-hand tobacco smoke can be a problem for many tenants, condo owners and landlords. Exposure to second-hand smoke can increase the risk of asthma, heart and lung disease, and cancer. There is no protected right to smoke under the law and smoking may be legally prohibited by lease, tenant agreement or condo agreement. For landlords, the benefits of smoke-free rental properties include eliminating the leading cause of residential fires, meeting high demand for smoke-free housing, and reducing tenant conflicts and turnover rates. For more information, visit: [www.makesmokinghistory.org](http://www.makesmokinghistory.org) or e-mail [mginieres@challiance.org](mailto:mginieres@challiance.org).

For more information, contact the Cambridge Public Health Department at 617-665-3800 or visit: [www.cambridgepublichealth.org](http://www.cambridgepublichealth.org).



Cambridge Fire Department is proud to announce that Cambridge was designated a Heartsafe community. The Massachusetts Dept. of Public Health through its Office of Emergency Medical Services and the American Heart Association (AHA) developed the Massachusetts HEARTsafe Community Designation program to help Massachusetts cities and towns improve survival rates for sudden cardiac death. The program is based on the AHA's "Chain of Survival" which has four critical parts: early access to emergency care; early Cardiopulmonary Resuscitation (CPR); early defibrillation; and early advanced care.



### Fire Hydrant Testing May Cause Water Discoloration

Cambridge Water and Fire departments will be conducting annual fire hydrant maintenance and testing weekdays between 9am-2pm, through Friday June 22. Hydrant testing helps ensure maximum operability. This process can disturb sediment that naturally occurs in the water piping system and may cause discoloration of water from faucets and toilets for several hours after testing.

Discolored water does not usually present a health hazard though concerned residents should avoid drinking it. Check your water before doing laundry as the discolored water will stain clothes. The Water Department can provide a wash additive to remove stains. Please call the Cambridge Fire Department at 617-349-4921 between 8-8:45am for daily test locations. For questions on water quality, call Ed Dowling, Cambridge Water Department at 617-349-4780.



### Sign Up for Cambridge Alert Network

Cambridge Alert Network communicates City information to subscribers through three notification services. **CodeRED** is used to notify residents via land line/cell phone calls, text messages and emails in the event of City emergencies. These include snow emergencies, major service disruptions, and the annual street cleaning reminder. All Cambridge land line telephones are automatically registered with CodeRED. **Citizen Observer** is used by the Cambridge Police Department to send email and text alerts to subscribers with information about emerging crime patterns, neighborhood meetings and crime-prevention tips. **Cambridge E-Line** sends routine reminders via email and text message, such as trash/recycling pick-up, street cleaning and other occasional City information. To register, visit: [www.cambridgema.gov/AlertNetwork](http://www.cambridgema.gov/AlertNetwork) or call 617-349-9490.

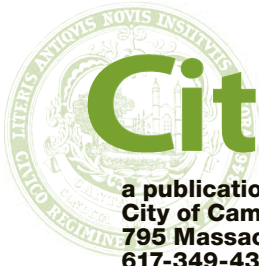
Mobile Cambridge continued from page 6

### MyPD Smartphone App

In the latest effort by Cambridge Police to increase the department's accessibility and communication with the public, CPD has released a smartphone application that will connect users directly to the Cambridge Police Department from their smartphone. The MyPD App includes features for checking on the latest CPD news, including Twitter updates and Facebook posts. It can also be used for sharing feedback and questions, finding directions to the department, and much more. Users can commend a police officer with the app, and share crime tips by submitting a photo or GPS location data with their tip information. To download the app, search for "MyPD" or "My Police Department" in the iTunes App Store or Android Market or visit: [www.cambridgepolice.org/MyPD](http://www.cambridgepolice.org/MyPD).

### CodeRED Mobile Alert App

Residents are encouraged to download the free CodeRED Mobile Alert App to receive emergency notifications from the City of Cambridge on their smartphone. Download the CodeRED Mobile Alert App from the iTunes App Store or Android Market.



# CityView

a publication of the Office of the City Manager  
**City of Cambridge**  
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Vice Mayor E. Denise Simmons

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Councillor Marjorie C. Decker

Councillor Craig A. Kelley

Councillor David P. Maher

Councillor Kenneth E. Reeves

Councillor Timothy J. Toomey, Jr.

Councillor Minka vanBeuzekom

## ECRWSS

**Resident Postal Customer**  
**Cambridge, MA**

## Celebrate CRLS!



*Celebrate CRLS sponsored the First Annual "Are You As Smart as a CRLS Student?" event with over 20 teams competing and hundreds in attendance. Pictured here are the winning teams from the Cambridge Police Department and the AP US History Team. Jimmy Tingle, Class of 1973 (at podium) hosted along with organizer Henry Lucas, former Assistant Principal, (right of podium). For more information on the year-long, ongoing events sponsored by Celebrate CRLS, visit: [www.celebratecrls.org](http://www.celebratecrls.org). Photo by Larry Aaronson.*

## Help for Consumers

Did you know that the City's Consumers' Council offers a free, voluntary mediation program aimed at resolving disputes, primarily between individuals and businesses, so that neither party needs to pursue formal legal action? Although the Council cannot compel a business to take part in mediation, many businesses choose to do so. As a result, the office is able to help many individuals resolve consumer disputes they encounter in the marketplace.

The Council also provides educational information to consumers through a variety of media including its consumer information and public assistance hotline, website, Twitter profile, public workshops, distribution of consumer brochures and published articles.

The Consumers' Council works in cooperation with the Office of Attorney General of the Commonwealth in investigating and monitoring consumer problems and complaints.

To reach the Consumer Information and Public Assistance Hotline, call: 617-349-6150.